



OPEN EXAMINATION BULLETIN - California Science Center

DISPATCHER CLERK

**FINAL FILING DATE: CONTINUOUS
FILING**

California State Government provides equal opportunity to all regardless of race, color, creed, national origin, ancestry, gender, marital status, disability, religious or political affiliation, age or gender orientation. It is an objective of the State of California to achieve a drug-free, safe workplace. Any applicant for employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY	Persons who meet the minimum qualifications as stated below. This is an open examination. Applications will not be accepted on a promotional basis.
HOW TO APPLY	Applications (Form STD. 678) are available and may be downloaded from the State Personnel Board website at http://www.spb.ca.gov . Applications will be accepted on a continuous basis. Faxed applications will not be accepted. CALIFORNIA SCIENCE CENTER 700 STATE DRIVE-ADMINISTRATIVE OFFICES-WEST LOS ANGELES, CA 90037 ATTN: HUMAN RESOURCES-STATE (213) 744-7602 --DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD--
SPECIAL TESTING INFORMATION	If you have a disability and need special testing arrangements, mark the appropriate box in Item 2 of the "Application for Examination." You will be contacted to make specific arrangements.
FINAL FILING DATE	Application (Form STD. 678) will be accepted on a continuous basis. Faxed applications will not be accepted.
SALARY RANGES	\$2680-3257 per month
REQUIREMENTS	All applicants must meet the education and/or experience requirements for this examination at the time they file their application. Only applications with an original signature will be accepted.
MINIMUM QUALIFICATIONS	Education equivalent to completion of the twelfth grade and clerical experience or related military experience.
BACKGROUND INVESTIGATION	The Dispatcher Clerk position is subject to fingerprinting and background check. This background check will be completed by the Department of Justice. Criminal record clearance is a condition of employment.
POSITION DESCRIPTION	<p>The Department of Public Safety located in the Office of the Park Manager is a 24 hour operation. Therefore, the Dispatcher Clerk must able to work any 8 hour shift within a 24 hour period (day, evening, and graveyard).</p> <p>The Dispatcher Clerk operates radiotelephone transmitting and receiving equipment in the Department of Public Safety Command Center at the California Science Center; selects channels and adjusts receiver volume controls, dispatches Department of Public Safety and other mobile units such as Guests Services, Exhibits, ExploraStore, Marketing, Education, Plant Operations, Communications, and other departments within the California Science Center.</p> <p>Incumbent makes telephone requests for ambulance and tow car service at the request of Department of Public Safety museum security officers and supervisors in the field; types messages received by radiotelephone and, as required, operates a teletypewriter, receives and disseminates by radio, teletypewriter and telephone road information to various governmental agencies, and a variety of other organizations as well as the general public.</p> <p>The Dispatcher Clerk also performs various types of clerical work including general typing, filing, message log, prepares reports, records, interview callers and gives out information when appropriate.</p>
EXAMINATION INFORMATION	<p>Written Test Weighted 100%</p> <p>Examination will consist of a written test based on the knowledge and abilities listed below. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained on the written examination.</p>

SCOPE

In addition to evaluating the competitor’s relative abilities as demonstrated by quality and breadth of experience, emphasis in the Qualifications Appraisal Panel interview will be done by measuring competitively, relative to job demands, each competitor's:

- A. Knowledge of:
 - 1. Geography of California, including the location of main highways, counties, and principal cities;
 - 2. Office methods and appliances;
 - 3. Federal Communications Commission regulations as applied to Restricted Radiotelephone Operator's Permit.

- B. Ability to:
 - 1. Type at a speed of 40 words per minute;
 - 2. Read maps quickly and accurately;
 - 3. Write and speak in a clear concise manner,
 - 4. Use good English, and spell correctly;
 - 5. Read and write English at the level required for successful job performance;
 - 6. Learn to operate a teletypewriter;
 - 7. Perform clerical work;
 - 8. Follow oral and written directions;
 - 9. Think and act quickly in emergencies;
 - 10. Analyze situations accurately and take effective action.

It is especially important that each candidate take special care in accurately completing his/her application. List all experience in detail in the employment history section relevant to the "Minimum Qualifications" shown on the bulletin.

THE LIST

The list will be abolished 24 months after it is established unless the needs of the service and conditions of the list warrant a change in the period.

VETERANS' PREFERENCE

Veterans' Preference credit does not apply to this examination.

CAREER CREDITS

Career credits do not apply to this examination.

GENERAL INFORMATION

It is the candidate’s responsibility to contact the California Science Center three days prior to the written test date if he/she has not received his/her notice. **For an examination** without a written feature, it is the candidate's responsibility to contact the California Science Center, Personnel Office, at (213) 744-2540 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board office, local offices of the Employment Development Department and the Department noted on the front.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The California Science Center and State Personnel Board reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interview may be limited or extended as conditions warrant.

Eligible Lists: Eligible list established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (i.e., former Department employees or current employees on TAU, T&D, and LT status) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility of promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation will be made of employment records and personal history and fingerprinting may be required.

Criminal Record Clearance Information: Some positions, within various divisions of the California Science Center, are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate’s ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate’s personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his /her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year –for-year basis.

Veterans' Preference: If this examination is an entrance examination as defined in Government Code Section 18973.5, veterans' preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for and have received these points. California law allows granting of veterans preference points in Open entrance examinations and Open Non-Promotional exams. Credit in Open entrance examinations is granted as follows: Ten (10) points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans, and fifteen (15) points for disabled veterans. Credit in Open Non-Promotional examinations is granted as follows: Five (5) points for veterans, and ten (10) points for disabled veterans. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS CREDIT. Directions for applying for veterans' preference are on the Veterans' Preference Application form which is available from the State Personnel Board office and the Department of Veterans Affairs, PO Box 1559, Sacramento, CA 95807.

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